

POSITION ANNOUNCEMENT

POSITION: Training and Implementation Specialist	POSTING NO: #1268	DATE POSTED: 5/9/2013
LOCATION: Office of Information Technology Legal Services Corporation 3333 K Street, NW, 3 rd Floor Washington, D.C. 20007-3552	EMPLOYMENT STATUS: Regular/Full-Time/ Non-Exempt	POSITION REMAINS OPEN UNTIL FILLED
CLASSIFICATION: Band 2		

Overview: Established by Congress in 1974, the Legal Services Corporation (LSC) is the country's single largest funder of civil legal aid for low-income Americans. LSC currently funds 134 independent, non-profit legal aid organizations with more than 800 offices throughout the nation. LSC's mission is to promote equal access to justice and provide grants for high-quality civil legal assistance.

The Training and Implementation Specialist is responsible for developing technical training programs and materials and providing classes and instruction designed to support and guide staff with the adoption and implementation of new technologies and applications. Reports to the Chief Information Officer. This position is included in a collective bargaining unit represented by the International Federation of Professional & Technical Engineers, Local 135.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Develops curriculum and teaches classes on applications and systems in use at LSC.
2. Works with OIT and organizational staff to assess technology requirements, and assists with implementation of upgrades and new systems.
3. Assesses, recommends, and supervises external training services and contractors.
4. Develops "how-to" instructions in various formats (*e.g.*, Wiki, document, video) that support LSC staff in their use of technology.
5. Works with the Web Developer to keep training and support materials organized and accessible on LSC's network and Intranet.
6. Provides basic application support via telephone or remote desktop as needed for current

LSC applications.

7. Performs general administrative duties as needed.
8. Performs other related duties as assigned.

CORE COMPETENCIES:

General:

Excellent organizational and project management skills; ability to interact and communicate with all levels of staff, attorneys, vendors, and consultants; ability to work in a multi-tasking environment; must be a team player committed to customer service; works with clients and customers to assess their needs and provide information or assistance to resolve their problems; excellent analytical and problem-solving skills; strong oral and written communications skills; strong attention to detail.

Technical/ Specialized:

A bachelor's degree and a minimum of two (2) years of experience, or an equivalent combination of education and experience in technology training and/or support totaling a minimum of six (6) years. Strong and effective teaching and coaching skills with ability to work with diverse staff with different ability levels and learning styles. Ability to operate standard office equipment, including, but not limited to, computers, copiers and facsimile machines. Expertise in standard office applications, including Microsoft Office, web browsers and Adobe Acrobat required. Advanced proficiency with databases, document management systems and Sharepoint preferred. Web development experience strongly desired. Some tasks may require the physical ability to lift/move objects weighing up to thirty (30) pounds.

SALARY AND BENEFITS:

Salary Range: \$55,000 - \$60,000 (including Locality Pay), depending upon qualifications and experience. Excellent benefits package.

APPLICATION PROCEDURE:

Submit a résumé, cover letter (including where you saw the position announcement), and salary history to:

Legal Services Corporation
Office of Human Resources
3333 K Street, NW, 3rd Floor
Washington, DC 20007-3522
Fax: 202.337.6383
E-mail: jobs@lsc.gov

Note: Electronic applications are preferred. If applying by e-mail, please include the job title and posting number in the subject line. If reasonable accommodation in the application process is required, please notify OHR at 202-295-1571.

Applications will be considered on a rolling basis and the posting will remain open until filled.

DIVERSITY STATEMENT:

LSC embraces diversity as a core value. We recognize that our success as a corporation depends on creating and maintaining a diverse team of talented professionals, and we are committed to a workplace that reflects and supports diverse individual backgrounds and perspectives. Our commitment to diversity, inclusion, and non-discrimination includes race, sex, age, religion, national origin, sexual orientation, gender identity/expression, personal appearance, genetic information, political affiliation, marital status, family responsibilities, disability and status as a veteran, and any other characteristic protected by federal, state, or local laws or regulation. We strive to have a workplace that is comfortable and welcoming for everyone.